

Children's Rehabilitative Services Update

Arizona Department of Health Services (ADHS) awarded a new statewide contract to APIPA to administer Children's Rehabilitative Services (CRS) effective October 1, 2008. APIPA will take over the business and managed care functions that are required by the ADHS contract, such as encounter processing, grievance and appeals, claims disputes, pharmacy and prior authorization, coordination with the member's primary insurance and quality management.

The current CRS clinics will continue as providers in the new CRS system. Families will be able to continue to receive care from the physician specialists that are associated with each of the CRS clinics at the same locations they are used to going to now. There should be no disruption in scheduled appointments or services. If CRS members receive other services through AHCCCS, those services are not affected by this change.

ADHS is pleased to announce some improvements with the advent of the new contract. In addition to clinic services, members will now enjoy more convenient access to some services closer to their homes, including pharmacies, laboratories, and therapists. Member Services will be available to answer questions and assist members 24 hours a day, 7 days per week.

Arizona law requires that every four years, ADHS put out a request for proposal (RFP) for competitive bids for Children's Rehabilitative Services (CRS). To prepare for the RFP, ADHS gathered stakeholder input to assess the strengths and weaknesses of the current system. Members and providers alike indicated that a major benefit of the program was the care coordination offered by the multi-specialty interdisciplinary care clinics. The new RFP strengthened these requirements while increasing care coordination, adding member services and expanding services into the community.

Frequently Asked Questions for CRS Members and Other Stakeholders

What is Children's Rehabilitative Services (CRS)?

CRS provides family-centered medical treatment, rehabilitation, and related support services for children under age 21 with qualifying chronic and disabling conditions. Last year over 23,000 children and young adults received health care and related support services from the CRS program. CRS members receive care for their eligible conditions in multi-specialty interdisciplinary clinics, but do not receive general primary care services from the program. The majority of CRS members are also enrolled in an AHCCCS Health Plan, where they have a primary care physician who manages their care that is not related to their CRS-eligible condition.

Who currently provides CRS services?

Arizona Department of Health Services (ADHS) currently provides statewide services through four regional contractors, each with its own hospital and physician support. Currently, the northern regional clinic is in Flagstaff; the western regional clinic is in Yuma; the southern regional clinic is in Tucson; and the central regional clinic is in Phoenix.

How does CRS decide who will provide services?

Arizona law requires that every four years, ADHS put out a request for proposal (RFP) for competitive bids for CRS. Contracts are competitively awarded, according to statute §36-261 8 C, for a four-year period. Current CRS contracts were awarded from 7/1/03 through 6/30/07, and then extended to 9/30/08. In March 2008 a new RFP was issued and awarded on June 25, 2008 to Arizona Physicians IPA (APIPA). Beginning October 1, 2008, APIPA will take over the business and managed care functions that are required by the AHDS contract, such as encounter processing, grievance and appeals, claims disputes, and quality management.

What did the new RFP call for?

To prepare for the RFP, ADHS gathered stakeholder input to assess the strengths and weaknesses of the current system. Members and providers alike indicated that a major benefit of the program was the care coordination offered by the multi-specialty interdisciplinary care clinics. The new RFP strengthened these requirements while increasing care coordination, adding member services and expanding some services into the community.

The RFP also called for a cost-effective statewide system that maximizes family choice of providers and access to well-coordinated specialty services. The transformed system will continue to provide members with access to providers in multi-specialty interdisciplinary clinics, but will also make more services available closer to their homes, such as pharmacies, laboratories, and therapists.

How did the selection process work?

The Arizona Procurement Code A.R.S. 41-2501 et. seq., governed the procurement process which required proposals to be submitted. Solicitation number HP832090A was issued in March of 2008. The proposals required responses to a series of questions pertaining to the Offerors' qualifications and plans to administer and manage medical and family support services for children with special health care needs. Questions addressed the following areas:

- Managed care and service delivery
- Network development and management
- Administration
- Management information systems
- Financial management and practices
- Implementation
- Price of administration

Who was awarded the contract?

Arizona Physicians IPA, Inc. was awarded the contract to provide services throughout the state. The first contract term will be from October 1, 2008 through September 30, 2010, with the option to renew the contract for up to 24 additional months, for a total of four years.

APIPA has served the needs of Arizona's medically underserved populations for more than twenty-five years through the AHCCCS program, including the acute care needs of CRS children. APIPA offers an extensive network of physician specialists, which should provide families with more choice of providers. In addition to including most of the hospitals in Arizona, the network will also include several out-of-state children's specialty hospitals. Members will also enjoy more convenient access to some services closer to their homes, including pharmacies, laboratories, and therapists.

Will my services remain the same?

All the services you have received in the past will remain the same, plus you may be eligible for some additional services. The APIPA-CRS Member Handbook lists all of the covered services.

These things will stay the same:

- If you have other insurance coverage, it does not change
- If you receive any other AHCCCS services, they will not change
- Your appointments should remain the same. As usual, you will be reminded of your appointments or changes to your appointments, by your CRS clinic.

These things will change, effective October 1, 2008:

- You will have access to **Member Services** 24/7 by calling 1-866-275-5776
- New website to access www.myapipacrs.com
- Simpler application and re-determination process
- There will be **more hospitals** in the network including several out-of-state children's hospitals
- There will be **more services** available outside of clinics including pharmacies, laboratories, and therapists

As part of the APIPA-CRS program, Members will receive the following over the next few weeks:

- An APIPA-CRS Member Handbook. Please read it to understand your benefits.
- An APIPA-CRS ID card. Use it every time you go to your CRS doctor, pharmacy, or when you are hospitalized for your CRS condition.

Can I continue to use the CRS clinic that I go to now?

- APIPA-CRS has an agreement with the four current regional clinics. You can continue going to the same clinic as before.

Will there be any interruptions in services?

No. There should be no interruptions in services.

What about my other insurance or AHCCCS/Medicaid plan?

- Your other insurance or AHCCCS/Medicaid plan does not change. APIPA-CRS will only cover your CRS services.

I have services and an appointment already scheduled. What should I do?

- Your current clinic is responsible for your care up to October 1, 2008. If your appointment is before October 1, 2008, keep your appointment.
- If your appointment is after October 1, 2008, contact your clinic to confirm your appointment. These appointments and prior authorizations are being honored by APIPA-CRS. Your doctor needs to submit information to APIPA-CRS and receive approval to make this work.

Will I have to change my doctor?

- APIPA-CRS has an agreement with all the current CRS clinics, so you can continue seeing your doctor(s) at your clinic just like before.
- You will receive a Provider Directory from APIPA-CRS on or about **October 1, 2008**. This is a listing of the doctors, specialists, and pharmacies you have to choose from.
- You can call APIPA-CRS Member Services or visit www.myapipacrs.com for the most current provider listing.

What if my doctor is not contracted?

- A non-contracted doctor can provide care to you if he or she gets approval from APIPA-CRS. This is called a Prior Authorization. Your doctor can contact APIPA-CRS by phone or fax to complete the Prior Authorization. Your doctor will receive information on how to request a Prior Authorization.
- APIPA-CRS is adding doctors every day. Call APIPA-CRS Member Services for updates or visit www.myapipacrs.com for an updated listing.

How will the pharmacy program change?

- You can still go to the same pharmacy or you may choose a different pharmacy within the APIPA-CRS network.
- More pharmacy locations will be available for your use. You will get a list of pharmacies with your new APIPA-CRS Member Handbook.
- If you have a prescription with refills remaining, and you go to a new pharmacy within the APIPA-CRS network, you will be able to transfer the prescription to them.

How do I get help or assistance? Can I still contact my Patient Advocate?

- APIPA-CRS Member Services department is available 24-hours a day, 7 days a week. Beginning October 1, 2008, they can be reached at **1-866-275-5776 or TDD 1-800-367-8939. You should contact APIPA-CRS Member Services first for any questions.**
- Member Advocates, a person like the Patient Advocate, will be available beginning October 1, 2008, Monday through Friday, 9 a.m. to 5 p.m. They can be reached by calling APIPA-CRS Member Services who will try and help you first. If you need additional assistance, you will be referred to a Member Advocate.

Who else can I contact for more information?

APIPA-CRS is working with other agencies to provide information on the changes in the CRS program. APIPA-CRS will share updates with them frequently to assist you. You can contact the following agencies for additional help:

Contact information:
Office for Children with Special Health Care Needs
(800)-232-1676 or (602)-542-1860
ocshcn@azdhs.gov